



Date: August 1, 2013

To: Thomas J. Bonfield, City Manager
Through: W. Bowman Ferguson, Deputy City Manager
From: Joseph W. Clark, Fleet Management Director

Subject: City/County Radio System Service Agreement Renewal with Motorola, Inc.

Executive Summary

The City of Durham is the licensee of the City/County 800 MHz Radio System used by all public safety and other departments in City and County governments.

The radio system is very complex and must be maintained 24 hours a day to ensure public safety communications at all times. The system represents an investment of over \$16 million. In order to maintain the radio system the City carries a service agreement on the system which provides for equipment exchange and repair at the vendor's repair depot and telephone support for troubleshooting and 24/7 remote monitoring. That agreement is expiring and staff recommends extending the agreement.

Recommendation

The Fleet Management Department recommends that the City Council authorize the City Manager to execute the Service Agreement with Motorola for FY 2014 at an annual cost of \$300,026.15; and to authorize the renewal of the Agreement for FY 2015 and 2016, subject to annual appropriations.

Background

The City purchased the 800 MHz radio system in 1994 at an initial cost of \$7.5 million. In FY 2006 the City contracted with Motorola for an upgrade and expansion of the radio system at a cost of \$7.9 million. This increased the number of radio towers from three to four, increased the number of radio channels from 20 to 21, and increased the number of radio dispatch computer stations from 10 to 29, including 10 new stations at a back-up 911 center. In addition, 24 hour monitoring of the system by the manufacturer's technical support center was added. In FY 2013 the city and county began a \$12 million three phase upgrade of the radio system. This upgrade increases the number of radio channels from 21 to 24, and increased the dispatch console stations to 42 including those at the Sheriff Department and NCCU Public Safety. This increased size, complexity and level of service has added to the cost of the contract.

In FY 2013 the Service Agreement monthly cost was \$24,442.21. For FY 2014 the Service Agreement is increasing to \$25,002.18 monthly or \$300,026.15 annually. The cost of the contract is included in the FY 2014 budget.

In November 2009 the City executed an agreement with North Carolina Central University for NCCU to share the radio system and to annually reimburse the city a pro-rated share of the cost of maintaining the system and a contribution to the city's investment in the system. The NCCU reimbursement to the city in FY 2013 is \$40,062.17.

Issues/Analysis

The City must maintain the radio system to a level of reliability and readiness due to its vital role in public safety. Due to the proprietary nature of the radio system equipment, a sole source maintenance agreement is required.

The increased size of the system, along with additional service including 24 hour live monitoring has increased the cost of the Service Agreement to \$25,002.18 monthly, or \$300,026.15 annually.

The cost of the Service Agreement was anticipated and is included in the FY 2014 budget of the Communications Maintenance Division of the Fleet Management Department.

Financial Impact

The City has entered into an inter-local agreement with Durham County for reimbursement by the County for the costs of maintaining the shared radio system. Currently, the County reimburses the City approximately 43% of the costs of maintaining the system.

SDBE Summary

The Equal Opportunity/Equity Assurance Department reviewed the bid submitted by Motorola Solutions, Inc. of Siler City, NC and have determined that they are in compliance with the Ordinance to Promote Equal Opportunities in City Contracting.

SDBE REQUIREMENTS

There were no SDBEs to provide this Product.

WORKFORCE STATISTICS

The workforce statistics for Motorola Solutions, Inc. are as follows:

Total Workforce	9,810	100%
Total Females	2472	25%
Total Males	7338	75%
Black Males	318	3%
White Males	5273	54%
Other Males	1747	18%
Black Females	168	2%
White Females	1606	16%
Other Females	698	7%